

Voice Mail

Product Summary

Overview

Voice mail is a centralized system that allows voice messages to be recorded, stored, retrieved, and forwarded to telephone users. Voice mail is primarily used to answer calls when you are not available, on another call, or don't wish to be disturbed.

Target customers

The target customer for voice mail is anyone who is not available all the time to take phone calls, but want to maintain clear communication channels with others. There should be enough users on the system to make voice mail cost effective.

Product Features or Description of Services

Voice Mail Features	
Service	Description
Easy Access	<ul style="list-style-type: none"> Access the system from any telephone
Create messages	<ul style="list-style-type: none"> Record a message Address a message
Store messages	<ul style="list-style-type: none"> Store messages in voice mail system for a predefined number of days. This gives the subscriber time to handle the message if it needs additional attention.
Send messages	<ul style="list-style-type: none"> Delivers a message to an intended recipient May choose to deliver a message immediately or schedule for delivery Able to stipulate the message to make private and/or priority Can file a copy May approve before delivery
Receive messages	<ul style="list-style-type: none"> Each message consists of a header prior to the spoken message to identify what kind of message is waiting, and the time and date of delivery.
Respond to messages	<ul style="list-style-type: none"> May respond to messages by calling the sender directly, Replying to the voice mail, May attach the original message, Forward with comment, or Record a message to someone other than the sender.
Record a personal greeting	<ul style="list-style-type: none"> May record up to 9 different greetings May choose to play one greeting for all callers, or Denote a specific greeting for different types of callers. May have up to three different greetings active simultaneously
Check outgoing messages	<ul style="list-style-type: none"> Undelivered: messages that have not yet been sent because they were scheduled for future delivery or because the voice mail system is still making from 1 – 10 attempts to deliver. Non-deliverable: copies of messages that could not be delivered. The system will attempt to deliver the message up to 10 times.

	<ul style="list-style-type: none"> Delivered: messages that have been delivered but not yet listened to by the recipient. Accessed: messages that have been delivered and listened to by the recipient. Files: copies of outgoing messages that you have saved.
Create mailing list	<ul style="list-style-type: none"> Identify the mailing list Make the list private or public Address list available
Secure	<ul style="list-style-type: none"> Must have password to access. After three failed attempts, system will lock up. May change password as often as you wish.
Personalize your mailbox	<ul style="list-style-type: none"> Record your name
Quick scan	<ul style="list-style-type: none"> Scan all message headers and/or messages
Delete messages	<ul style="list-style-type: none"> Saves room in your mailbox
Roomy	<ul style="list-style-type: none"> Can store up to 20 minutes of messages.
Message notification	<ul style="list-style-type: none"> Message light is on when new messages have been received.
Create Lists	<ul style="list-style-type: none"> Create a private and/or public mailing list
Personal Directories	<ul style="list-style-type: none"> Create a personal directory of abbreviated names for frequently used addresses.
Edit Options	<ul style="list-style-type: none"> Edit messages, greetings, call types, and mailing lists.
Use system as a reminder to yourself	<ul style="list-style-type: none"> Schedule delivery of messages to yourself

Features Not Included

Voice Mail Features Not Included	
Service	Description
Undelete, or restore last deleted message	<ul style="list-style-type: none"> Not available on all systems
Private messages	<ul style="list-style-type: none"> Can not be forwarded
Return to previous menu	<ul style="list-style-type: none"> Not available on all systems
	<ul style="list-style-type: none">

Product and Service Benefits

Voice Mail Benefits
Complete call answering and voice mail system.
Answers calls when you are too busy to answer your phone.
Leave messages in the voice mailboxes of other voice mail users when they don't answer their phones.
Record messages in advance and send them directly to the voice mailboxes of other users – without actually calling their phones.
Other users can record and send voice mail messages directly to your mailbox.
Prompts tell the user what to do at every step in a task.
Online help available

Customer Support

ITS Customer Support
24x7 problem submission via phone or web.
Problem priority evaluation based on importance of system, system degradation severity, and number of users affected.
Response to problem submission within two business hours for low and medium priorities, one business hour for high priorities, and, thirty business minutes for urgent priorities.
Normal business hour response 7:30am-5:30pm Monday through Friday.
ITS Tiered Support Model standard operating procedures to facilitate prompt problem tracking and resolution.
Customer satisfaction input and satisfaction measures.
Customer Support measures and reports targeting resolution performance, escalation performance, and, outage reports.

Product Cost Structure

Voice Mailbox Costs		
Billable Item	One Time Charge	Monthly Charge
Activate Mailbox		\$6.00
Programming		NC
Remove Mailbox		NC
Service Totals		\$6.00

Voice Mail Optional Costs		
Optional Item	One Time Charge	Monthly Charge
Additional Voice Mailbox		\$6.00
Additional 20 minutes		\$6.00

Product Rate(s)

Voice Mail Service Rate	
One Time Charges	NA
Monthly Charges	\$6.00

Product Environment

Voice Mail is a software application that attaches to a PBX or Key System. Voice Mail can also be acquired from Qwest for service on business lines or residence lines.

System Requirements

Hardware	
	<ul style="list-style-type: none">The end user is not required to have any hardware. The end user may have a voice mail box without even having a telephone number.

Software/Programming	
Activation	<ul style="list-style-type: none">Activated by PBX or Key System administrator, or Qwest Communications.